

Managed Care Update
June 19, 2007

Operational Oversight Meeting

- KHPA continues to convene the stakeholders group bi-weekly meetings to address ongoing operational issues.
- As part of the operational oversight meeting, both MCOs present a claims report for professional, institutional and pharmaceutical claims. Within this report can be found the number of claims received, paid, denied and suspended for the last 30 calendar days.
- The managed care organizations also provide an updated issues log. Each MCO also maintains an issue log specific to their company and provides all providers access to this log via their respective websites.
- KHPA has found the transition and now the operational oversight meetings to be an efficient means of keeping providers and other stakeholders apprised of issues as they arise, the proposed resolution, and the anticipated date for resolution. These meetings helped us to overcome the challenges of a shortened transition time while addressing the concerns of key stakeholders.

Quality Management Plan

- KHPA is developing a quality oversight plan for the MCOs for SFY 08. The plan will include an ongoing review of network sufficiency.
- KHPA will conduct periodic surveys of hospitals to assess billing issues.

Education and Outreach

UniCare Health Plan of Kansas and Children's Mercy Family Health Partners have placed education and outreach to the Kansas provider community at a premium.

- These two companies recently traveled with their EDS counterparts and participated in the KMAP provider workshops.
- Both have also completed provider workshops specific to their companies and routinely mail provider bulletins, newsletters and announcements within their networks.

Provider Networks

Both companies have also continued their recruitment to expand the provider networks.

- To date both plans have amassed over 3,300 primary care provider locations.
- Their recruitment efforts are also focusing on the recruitment of specialty providers.

Calling Campaign to Providers

- During the month of June, KHPA will be calling a number of provider offices' statewide.
- The goal of the calling campaign is to proactively engage the providers and encourage them to share their concerns, challenges and hopes about the program.

Beneficiary Grievances

KHPA is pleased to report that there have been few if any beneficiary grievances.

- Beneficiaries are receiving the care they seek and KHPA continues to work with the MCOs to identify and resolve provider billing issues so that providers are reimbursed for the care they provide.

Response to Greensburg KS Families

Both medical MCOs, as well as the Title 21 mental health MCO, Cenpatico, responded generously to the tragedy in Greensburg, KS.

- Supplies for the providers, monetary donations to area hospitals, gift cards for beneficiaries, and their presence at the command center site are just a few examples of how the MCOs assisted on the ground.
- The response to the Greensburg tragedy showed the true commitment by the MCOs to the citizens of Kansas.

